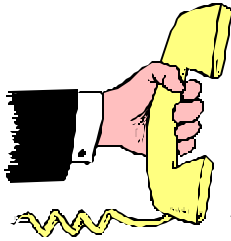


The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

LIFELINE and LINK-UP PROGRAMS



The **Lifeline** and **Link-Up Programs** offer assistance to qualified Missouri residential telephone customers, ensuring telephone connection (hook-up) and service remain affordable.

Lifeline discounts could be as much as \$8.25 per month depending on your local phone company. Under the **Link-Up Program**, qualified low income individuals may receive a 50 percent reduction (up to \$30) on initial telephone connection charges. These programs are funded through the federal Universal Service Fund. Telecommunications carriers pay an assessment which funds these programs.

Q: Who is eligible for Lifeline and Link-Up?

A: You are eligible if you are receiving benefits under one of these programs:

- Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)

Q: How can a person sign-up for the programs?

A: Contact your local phone company to see if they provide Lifeline and/or Link-Up assistance. Check the front pages of your local telephone directory and call the number for establishing or changing telephone service. **A person can participate in both the Lifeline AND Link-up Programs.**

Q: If a person does not have service at this time because of an unpaid bill, can they still receive Lifeline assistance?

A: The telephone company may require the person to make payment arrangements for the outstanding portion of the bill. If the person has outstanding long-distance charges, they may be required by the phone company to participate in toll blocking (blocking a person's access to dial long distance from their phone), but the company cannot deny Lifeline service to qualified customers.

NOTE: Low-income telephone assistance **does not** include the cost of a telephone or the cost of wiring inside your home.

For more information



Created in 1913, the Missouri Public Service Commission (PSC) regulates over 1,000 investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**